

TRICARE Europe

Release

"Your passport to quality health"

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Release Number: 03-06

Date: March 4, 2003

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TRICARE Europe Preferred Provider Network Set to Meet Beneficiary Needs

While increased deployments may decrease space availability at Military Treatment Facilities (MTFs) in Europe over the coming weeks and months, beneficiaries can expect continued quality, cost effective, and accessible medical care through the TRICARE Europe Preferred Provider Network (PPN).

"MTFs will continue to see as many patients as possible, but there will be many cases when beneficiaries are referred to host nation providers," said Air Force Col. (Dr.) James Rundell, TRICARE Europe Medical Director and Director of Healthcare Operations, "Our PPN augments the military healthcare system year round — we just use host nation providers a little more when MTFs have less space available, such as during contingency operations."

Regardless of deployment activity, the procedure for making an appointment remains the same for all eligible beneficiaries. Simply contact your MTF for an appointment as you normally do. If there is no space available at that time, your local TRICARE Service Center, in coordination with your Primary Care Manager (if you have one – TRICARE Standard beneficiaries do not), will work with you to refer you to a member of TRICARE Europe's Preferred Provider Network. If you are a TRICARE Prime member, you will always need to get a referral (authorization) before seeking care outside of the MTF.

While some aspects of your experience in a host nation clinic or hospital may not be exactly the same as in the U.S., the providers in the TRICARE Europe PPN are fully qualified, quality medical providers. TRICARE Service Center staff members are available to help bridge cultural and language gaps. These personnel understand the local culture and clinical practice environment and can assist you in understanding your experience when referred for health care in your host nation.

“Facilities and processes may be different than many of us may be used to,” Rundell said, “But living with cultural differences is part of serving overseas. Our goal at TRICARE Europe is that you receive quality outcomes of care.”

TRICARE Europe continually monitors the quality of care provided by host nation providers in the PPN to ensure beneficiaries receive the best possible care. TRICARE Europe’s quality monitoring program is based on the best network quality monitoring practices used by MTFs theater-wide. We constantly gather data about each provider in our PPN from patient surveys and other feedback tools. We use that data to make decisions about the future development of the PPN program. This quality monitoring also helps us ensure that each member of our PPN continue to meet our standards of care. If an MTF finds that a provider is not meeting standards, they have the option to discontinue the PPN agreement with that member. TRICARE Europe’s PPN ‘membership’ agreements are reviewed for renewal on an ongoing, regular basis.

TRICARE Europe PPN providers consistently get excellent feedback through surveys and direct comments. Patient feedback is overwhelmingly positive about the network providers and matches or exceeds overall satisfaction with providers in the Continental U.S. TRICARE Europe also surveys host nation providers to get feedback from them in terms of their relationship with TRICARE. Since Sept. 11, 2001, TRICARE Europe has mailed over 6,000 host nation provider satisfaction

surveys. Results to date indicate that over 90% are highly satisfied with their relationship with TRICARE and hope to continue to do business with us.

“The members of our PPN represent the best-available host nation providers in Europe, Africa, and the Middle East,” Rundell said, “We’re proud of the relationships we have with providers around Europe, and we’re confident that our beneficiaries will be satisfied with the care they receive.”

It is very important that beneficiaries complete patient customer comment cards to assist TRICARE Europe and the military MTF monitor quality of care. TRICARE Europe centrally collects patient feedback to look for trends and patterns that will help MTFs identify and best use the highest quality providers.

For more information on the TRICARE Europe Preferred Provider Network, see www.europe.tricare.osd.mil or stop by your local TRICARE Service Center.

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